you from using fixed wireless?

MR. MAPES: From a geography and what is viable from a deployment standpoint, it is a line-of-site technology today. With it being line-of-site, foliage has some impact. Also, terrain from a geography standpoint. Fortunately, in Florida, you have a relatively flat environment here. So from a propagation perspective, it is a very good environment from that perspective.

CHAIRWOMAN DIXON: What about across the southeastern region?

MR. MAPES: In the southeastern region, it is a strong environment. We have a lot of markets actually in the southeastern region. And it looks to be a very good, strong, viable technology with the trials that we have running today in the south in Louisiana and in Jackson. We see very good propagation characteristics, very good support there.

CHAIRWOMAN DIXON: Have you experienced any climate problems?

MR. MAPES: From an engineering perspective, there are some issues there. But we have found some ways with some different antennas to address that. So there was some issues with heat and its impact on the propagation. We look to have overcome those. So I think those were early on issues that are resolved.

We talked a little bit, the other thing we are doing is also in Dallas and in Boston, we are conducting trials that will also have impacts on the smaller markets and markets in the more rural environment with a non-line-of-site or a near line-of-site technology. So while we have issues, you know, at line-of-site early on, we are already working on second and in some cases third generation technologies to lessen any impacts that those might have.

COMMISSIONER PERLMAN: Jo Anne, do you want to jump in with a question?

CHAIRWOMAN SANFORD: I do. Thank you, Brett. I have two questions, actually. Going back to Commissioner Tristani's question about the CPE, can you tell me what prices are now for the CPE? And I am trying to compare this with what the customer incurs with a cable modem or a DSL.

MR. PARADISE: It depends, of course, greatly on the size of the deployment. But we are in the price range of $500.00 to $1,000.00, once again depending on quantity, the roll-out period. For typical data CPE, if you add voice to that, it is a nominal increase of about $50.00 to $100.00, depending on quantity.

MR. MAPES: I guess I can speak to it from kind of a broader range of vendors. There are various different functionalities. But if we are talking specifically about a single IP, addressable consumer CPE would be our baseline

discussion.

CHAIRWOMAN SANFORD: Right.

MR. MAPES: Today, you can see product in a combined area between $550.00 and, say, $750.00. Driving standards to me is one of the things that we spend a lot of our time on because with standards, we will get that price down. One of the things I guess that we are looking at in synergies -- we talked about that a little bit. With single, standard technology in this particular sector, it will drive it down significantly.

CHAIRWOMAN SANFORD: Now, is this the price that the end-user would incur is this just the total cost of the CPE to hook up the end-user?

MR. MAPES: It would be the total cost minus any installation cost. When you look at any type of model today in a fixed wireless for it to be competitive, you are going to see subsidizing of the cost of the CPE very much like in mobile.

CHAIRWOMAN SANFORD: Right.

MR. MAPES: I come from the mobile industry. So I can speak to that one specifically. That is going to be on the carrier's burden to do that and subsidized to some percent of that.

CHAIRWOMAN SANFORD: So right now, what cost is an end-user paying for their portion of the CPE dish?

MR. MAPES: I think if you look at commercial launches -- because ours are -- we are operating under developmental licenses.

CHAIRWOMAN SANFORD: Okay.

MR. MAPES: So it is a little bit different. But in other commercial launches in the U.S., you are seeing customers paying between $150.00 and I believe $300.00 for the total solution. I'm thinking of companies in Phoenix and there what they are operating today.

CHAIRWOMAN SANFORD: Thank you.

MR. PALLEN: AT&T, for voice telephony service, there is no CPE cost. There is an installation cost that we are currently waiving as promotion now. With the high speed internet, there is the cost of the network adaptor which is a standard, home P&A network adapter that you can buy at computer retail stores which run around $50.00.

CHAIRWOMAN SANFORD: Okay.

COMMISSIONER PERLMAN: Let me -- we are running -- you know. let me ask one other question. You know, telecommunications infrastructure is a function of both density and distance. And here we dealt with the distance problem. The density is still going to be an issue I think. And where would the break-even point for deployment of fixed wireless be in a particular community? In other words, how small of a community could you get this out to and still

have it make commercial sense?

MR. MAPES: I don't think we actually have approached it from that perspective in looking at just the number of consumers there available in the market.

COMMISSIONER PERLMAN: Yes.

MR. MAPES: I think our view is when you look at it, we are looking for the ability of providing services. And the real caveat would be -- and now I will use two examples. In Dallas, we may not be -- we will be doing more of a cellularized design in Dallas. So there will be multiple sites there.

COMMISSIONER PERLMAN: Right.

MR. MAPES: In a smaller market like we have in Baton Rouge, Louisiana, we have a single site today, a super-cell. Depending on the amount of spectrum that we have, what we would do is offer more services in these smaller markets. We may go in and provide a subset of services including voice, data, higher speed data.

We may, you know, offer two-meg., three-meg. services in a market like that where there may be a need from a business perspective. In a market like Dallas or a larger market, the strength of technology may be something that is basically small business and consumer focused.

COMMISSIONER PERLMAN: Right.

MR. MAPES: So there is more there than just the

number of consumers which is important. But it also isn't what services you would offer there. So in the smaller markets, I see us offering a more robust portfolio of services than we would in a market like Dallas based on a capacity.

MR. PARADISE: There is one other point that I would like to add, that you have to look at the demographics of the market because a small enclave of professionals would probably sign up for the service quite rapidly and be a high take rate. If it is a small farming community, for example, they may not need high speed data access quite so much. So there is different economics associated with the demographics of the target market.

COMMISSIONER PERLMAN: Right. You know, in the -- I don't know if you have seen the work that NTIA has done on this. But they are defining a rural market as approximately 2,500. And I guess the question I am trying to get to is, is MMDS a solution for a market like that?

MR. MAPES: From our perspective, the answer is yes.

COMMISSIONER PERLMAN: Do you guys want to jump in with another question?

CHAIRWOMAN SANFORD: Is there time?

COMMISSIONER PERLMAN: Well, let's do one other question and we will wrap it up.

CHAIRWOMAN SANFORD: Do you envision going head-to-head with the incumbent wire-line providers in the DSL markets and/or the cable TV people with the cable modem? Do you plan to go head-to-head with them in their markets or are you looking for markets that you envision they will not be entering by the time you will be entering? I am just trying to figure everybody's niche.

MR. PALLEN: Yes, I can talk to that. AT&T is an interesting position because we are also a cable company. So fixed wireless allows us to provide high speed internet to go with the incumbent LECs in areas where we don't have cable coverage. So I think the answer to that question is yes.

CHAIRWOMAN SANFORD: The answer is, yes, you are going into markets that they are not going -- I mean, you will focus on markets where they are not?

MR. PALLEN: We will focus on markets where AT&T does not have cable coverage.

CHAIRWOMAN SANFORD: All right. Thank you.

MR. MAPES: From WorldCom's perspective, we have a mixture, almost 50 percent of smaller markets and larger markets. I mean, we have, you know, the Bostons, the LAs, you know, the Dallas, those type of markets. So when you look at it, we look at it as a tool to deliver services. It is not the product. It is another tool.

So in some markets, it may be something we use more surgically. And I am thinking of larger markets where we need a competitive solution for broad band services. But in the smaller markets, in the rural markets, clearly it is a tool to deliver all of our services to quickly because a lot of the markets there, we don't have arrangements to resell DSL. You know, cable resell is not really an option for us right now.

So it gives us the ability of using in a rural market setting a tool to deliver all of our services to. In larger markets, it would give us an alternative to deliver places where DSL may not be available or DSL is not the right solution.

CHAIRWOMAN SANFORD: Okay. Thank you. Thank you, Brett.

COMMISSIONER PERLMAN: Well, thank you, gentlemen. I think this has been an interesting panel. I think we are going to roll right into the next panel. And so we will thank these guys.

(Applause.)

COMMISSIONER PERLMAN: And I will turn it over to Chairperson Dixon to take us into our next discussion.

CHAIRWOMAN DIXON: Thank you so much. And we are asking our panel to take its place. I think Joe is first, then Julia.

CHAIRWOMAN DIXON: I have a couple of housekeeping announcements right quick. Presentation materials are available in the back of the room and on the bannister toward the right of the panelists. The second announcement is if you are interested in a copy of The Fact Book -- and it is a wonderful fact book; it is full of information -- please leave your name and address at the registration table and they will certainly see that you receive it.

I am also going to ask the panelists to make sure you speak directly into the mike. You see, I had to pull this one up. They want to make sure they get you on the simulcast.

Now, it is a pleasure to be here this morning to discuss the panel on rule and urban multi-cultural communities. And I would like to introduce the panel members who will be discussing the topic of rural and urban multi-cultural and low income communities as it relates to advanced telecommunications services.

And as was mentioned earlier by Brett, further information on all these speakers can be found in your wonderful little booklet in the package. I think Florida did a wonderful job. And, again, I want to commend them on that.

The first speaker is Joe Lacher. Joe Lacher is the President of Bell South, Florida -- Bell South, IFITL,

Charter Schools Grants. The second panelist is former Chairperson of the Florida Commission, Julia Johnson, who is with the Florida Internet Technology Task Force.

Our next speaker is Dr. Pat Hadley from FAMU-FSU, Community Access Centers, and the next speaker is William Ray, from Glasgow, the Kentucky Story, and our last speaker, Andrew Vanyi-Robin -- did I do okay? -- CEO of VisualCom who is Spanish Search Engines.

And I think we are going to start with Joe. I just ask that you speak into the mike. And if you want to do anything with the presentation and show up over there, I have a little pointer for you here.

MR. LECHER: Hopefully I won't need it, but just in case.

CHAIRWOMAN DIXON: Just in case, you can sit at your seat and it will show the little red thing.

MR. LECHER: If not, I will need music.

CHAIRWOMAN DIXON: Okay. We will start with you, Joe.

MR. LECHER: Okay. Thank you very much. And all of us I know have had bad days on occasion. And forgive me if I am starting off that way. I got halfway here this morning and realized that I had left my briefcase and coat at home and had to turn around and get those. As I arrived here, I rode up the elevator with a gentleman who said, "I

am here to hear your presentation on charter schools", which was the first I had heard I was talking on charter schools.

So I fixed a cup of coffee and sat down to begin thinking how I could work that into my speech and immediately spilled the coffee, at which point I thought it might be a good idea to go to the restroom. And I quickly promptly walked into the ladies restroom. So hopefully today will be all up hill from here.

CHAIRWOMAN DIXON: You have been blessed.

MR. LECHER: For the gentleman that is here about charters schools, let me just say I believe in the concept. I think it has possibilities. And we are supporting the charter school here in the inner-city of Miami. And the early results are that the kids are doing much better. Whether that is a placebo effect or a real effect, I don't know. But I hope it works. And that is all I can tell you on charter schools.

CHAIRWOMAN DIXON: Thank you.

MR. LECHER: Now, in the next seven minutes, I am going to talk about what Bell South perceives to be the challenges of bringing high speed information services to rural and multi-cultural urban centers. And if I could have the first slide, please.

The first I would set out are the challenges. One is the diversity. And there is fairly complex diversity.

And I will talk about that in just a moment. The second issue is delivery, what medium, what technical vehicle you use for delivering these high speed services. And the third is the usage or the applications that is going to be made of these services and how we broaden the use of those services to justify the market.

Okay. And let me talk a bit about diversity. And we have diversity in a whole broad range of areas. In the Bell South territory, we have one wire center with almost 134,000 access lines down to one with 927 access lines, clearly dramatic differences in size. Here in Florida, the Hialeah wire center which is very heavily Hispanic has 124,000 lines. And from those of you not from Florida, that is not Havana, Cuba. That is Havana which is north of Tallahassee in Florida. And it has about 5,400 lines.

The -- we deal with varying size. And if I could move on, we are on in one of the most diverse communities in the country here in Miami. We have 164 countries represented in this community. Fifty-eight percent of the students in our school system, their home language is something other than English. And 90-plus different languages are identified as their home language. I believe it is 92 or 93 languages. We may have a test later to see who could name 92 languages.

The school actually provides support in 16

different languages in this community: Spanish, Haitian, Creole, Korean, Japanese, Arabic, Chinese-Mandarin, Chinese-Cantonese, French, Urdu, Punjabi, Bengali, Farci, Russian, Vietnamese, Portuguese, Tagalog, Filipino, Quantiabol, Akateka and Mexiteka which covers a pretty broad range of challenges in recruiting teachers who can speak in those languages.

And this -- the reason I go through this, this is the community in which we have to market to and provider services to. And so there are unique challenges in the cultural differences, in the language differences and in the mix. However, in meeting that challenge -- next slide, please -- we started many years ago here with a bilingual center. We now have a multi-lingual center in which we provide support to our customers in eight languages: Russian, Italian, French, Creole, Cantonese, Portuguese, Spanish and German.

We haven't got to Mexitaka or Punjabi yet. And fortunately, the demand is at the point where we can manage that. This creates its own challenge in how we serve these customers. The challenges are simply that their cultural approach is dramatically different. From some of these communities, if you don't take time to talk to the customer about their family, their relatives, the children and in a fairly intensive dialogue first, it would be considered

offensive. From others, the issue is quite frankly how fast can I get this order done and get off the line.

Providing technical support on everything from installation, to maintenance, to repair, to answering their questions about how services work brings a whole set of different challenges. Next slide.

Now let me talk briefly about the delivery mechanism. The next challenge for all of us is to find what is the most efficient vehicle for delivering high speed information services because clearly the cost structure for serving at Hialeah with 124,000 lines in a fairly dense area compared to the community with 937 lines are dramatically different.

Whether it is ADSL, IFITL -- or IFITL depending on your preference -- which is integrated fiber in the loop, broad band fiber or satellite applications are all possibilities. And frankly, we are using all of those to meet that demand. And I will talk a bit more about that deployment as we go on.

Delivery, let's talk a bit about ADSL. We are now in 33 markets, eight million qualified lines and almost four million households. This is a -- ADSL is a wonderful service for the old technology, for where you have copper deployed. When you have a fiber background, you want to move to a fiber network frankly. And ADSL is not the

vehicle of choice. And so it is not the proper application everywhere.

IFITL is a possibility. And we took a major move last year when we deployed 200,000 homes, 100,000 in south Florida, 100,000 in the Georgia market. In the selection of which areas to take FITL fiber into the distribution loop, we made a conscious decision not to go for the high-end market. Broad areas of Hialeah, Perine, West Dade, inter-city, deep south Florida, western Broward County all were included in this area because we wanted to address the minority markets. We wanted to address the multi-cultural markets. And we wanted to find out what the challenges of marketing and providing those services.

That project is moving along extremely well now. And it is functioning greatly. The biggest challenge frankly is particularly in an area like we have where you have so much buried plant is you have to dig up everyone's yard to put in the fiber. And that brings with it its own set of problems. But it brings tremendous service to the area.

In ADSL deployment, we continue to work very hard to establish that arrangement. And we have developed a partnership within a company called Darwin Networks with Bell to provide DSL services in Kentucky and cities outside our metro areas so that we move into the rural and urban

areas. And we are looking for other applications to see that all of those markets are addressed. Next slide.

Fiber. We've got over three million miles of fiber in the Bell South network. And that is growing every day. Eighty-one percent of our top markets and 59 percent of all Bell South customers are within 12 kilofeet of the fiber route. We've got almost 15,000 sonnet rings. And we've got full internet service provider platforms in over 40 major markets.

We have now moved to the satellite arrangement where we have signed an agreement with GE Americom who will be launching a satellite for us in the fourth quarter of this year with the intent that we will be able to bring video services throughout our region. Rural, multi-cultural, urban, inter-city, you name the market, our intent is to move that direction. And our two-way wireless data network now covers 93 percent of the urban business U.S. population. So we are moving on multiple fronts.

Let's talk a bit about broad band switching and those issues. The state of Georgia has taken a rather unique initiative in which they have by a sort of tax incentives decided to bring high speed access to every school in Georgia. Through that effort, we will be putting broad band platforms throughout the state -- broad band switching platforms.

The exact technology to be deployed is still under debate as we move in that direction. But the intent is that every school in Georgia will have high speed, broad band internet access. Now, that is a unique opportunity and it is only possible by the tax incentives designed to address their school needs in Georgia. It could be replicated elsewhere if it made good business sense for the states to make that kind of investment.

But I am not sure it necessarily addresses the entire residential market in all rural areas. But it is one possibility. And it is an excellent program. And I believe it is the largest program of its kind in the nation. Okay.

Houma, Louisiana wireless trial. This is designed to bring high speed, wireless data, internet services to all of rural America. This trial is underway right now. And while it is too early to give you the absolute results, it is very encouraging.

We are getting over 7 megabits of delivery of high speed data to the residents for those who are within a mile of the location. And if they are as far as 15 miles away, you are still getting a half a megabit. We are averaging five megabits per second which is excellent high speed internet services. Those of you who suffer with 56K modems understand. We are hoping this will have applications that will let us address our entire rural market on an economic

basis. Okay.

CHAIRWOMAN DIXON: You have a minute, Joe.

MR. LECHER: One minute. I will make it very quick. Thank you. Providing internet services to schools. This is a key -- we have worked on a project throughout our region where we have taken internet services to over 6,400 schools. And the key there is that if the schools and the kids have internet applications, internet services, we work on a national project called NITDE. Thank you.

That is designed specifically in mind to hit -- our program was designed to hit minority and inter-city urban schools. Over 1,272 of the schools that we touched were designed for those purposes. And we provided almost 1,000 wiring kits for minority schools outside our region to help in that area. Thank you.

The final issue is applications. And I will move through this very quickly. We are addressing the education issue for these applications through a variety of programs such as Edu. Pwr 3 which is designed to help the teachers improve their services. We set up a website here in Florida to help with the teaching of our Sunshine State standards. It gets over a million hits a month from teachers throughout the state on how to improve those programs.

Given that I have got one minute, let me just close by saying that our goal is to connect and create

something. And I hope that I helped you immensely on that issue of charter schools this morning. Thank you.

CHAIRWOMAN DIXON: Julia. And let me remind the panelists, you have seven minutes each. Thank you.

MS. JOHNSON: Thank you, Madam Chairman. It is always wonderful to have the opportunity to participate on a panel with you. And I appreciate you coming to our fair state.

CHAIRWOMAN DIXON: My pleasure.

MS. JOHNSON: I am the Chair of the Governor's Internet Task Force. And I am going to share most of my time with Dr. Hadley. He serves as a subject-matter expert to the task force. And one of our recommendations on the task force is that we focus on community access centers and determine ways in which to provide broad band access to all residents, rural and urban, through those community access centers.

If you will allow me, Madam Chair, I will digress just a moment and tell a little bit about the internet task force. Our mission pursuant to the statute that was passed by our legislature in the 1999 session is to develop methodologies to ensure that broad band technologies are deployed. And the language throughout the statute talks about free market deployment without the need for regulation, trying to ensure that the technologies are

deployed rapidly, in a way that won't require government intervention.

So our first message is on the issue of access and how do we get the technology out there, is that we try to allow in the first instance the market to work. To the extent that there is market failure, then there would be an opportunity and a reason for government to intervene. But to the extent that you have entrepreneurs and technologists who are investing the capital, both the intellectual capital as well as the financial capital to these endeavors, that we try to do that.

Madam Chair, I know an issue that is of importance to you and of concern to you is the issue of redlining, do we have a problem where in the urban areas or in the rural areas, technology is not being deployed. As a part of our internet task force, we have two subcommittees that look at that issue. One is a subcommittee that deals with infrastructure; where is the infrastructure, where is it not, are there counties, are there cities that fall off the map.

We understand the importance of having that technology in place before any of these great technologies or the programs can be implemented, the programs that I believe Dr. Hadley will talk about. So that is of concern and interest and one of the issues that we are addressing.

And the other is through the E-access. To the extent that we don't have a universal service solution for the deployment of advanced services, how do we ensure that communities still have access? And let me speak to that issue for one moment because one of the questions that Madam Chairman provided to me -- and I will go ahead and read it into the record and then try to address it before passing on to Dr. Hadley.

The question was the deployment of advanced services to rural and multi-cultural consumers is an obvious concern. Since most emerging companies are concentrating on providing business access lines, do you believe that the universal service concept will ensure that these affected consumers will have access to advanced services or is there any other method being considered?

From our perspective, the state of Florida has been -- and the Public Service Commission as well as all of our policy leaders have been very committed to the concept of universal service as it relates to the deployment of POTS, plain old telephone service. The task force position thus far is that there is not a need to create a larger fund at this time to address the deployment of advanced technology; that through the public-private partnerships as well as concentrating on community centers, we have seen such an effectiveness in the universal service program

working with the libraries and that whole concept of having a central place for meeting.

But as it relates to perhaps the rural areas and the core urban cities, an added advantage or another avenue might be to bring those technologies to centers that they will actually visit. Our contention is that we do that through private-public partnership and that at this time, that we not go through additional government subsidies.

Mr. Lacher made an excellent point with respect to some of the issues are just changing or working with different habits of the mind in that we are dealing with people from different cultures. Some of them don't necessarily go to the community libraries. Some of the libraries aren't in their communities. So we are looking at solutions that will bring the technology to those communities, whether it is a rural area or an urban area.

And those are the kind of issues that Dr. Hadley will address. Madam Chairman and other members of the conference, I would feel honored to answer any questions that you might have at the appropriate time. Mr. Hadley has a presentation that he has prepared. I believe it is a Power Point presentation that speaks directly to some of the concerns and some of the issues related to community access centers.

So I will defer any time that I have left to Mr.

Hadley and then tell you that he has been an excellent addition to our task force as our subject-matter expert on this issue. Thank you.

CHAIRMAN DIXON: Dr. Hadley, you have nine and a half minutes. Thank you.

DR. HADLEY: Thank you very much. I plan to use every second of it. Good morning. My name is Pat Hadley. It is an honor to be here to have the opportunity to highlight just a few of the achievements and challenges that community access centers are facing. My research, as Chairman Johnson mentioned, has been focused in the state of Florida.

And so what I will be highlighting will be Florida-based research. It is preliminary research, but I will highlight some of the findings that I have had and that I have obtained in some of this preliminary research, as well as some research that I have done over the last few days here in the south Florida area. Moving to the next slide.

I am going to focus on very quickly some purposes and goals of community access centers. Why should we have them; why are they relevant. A few highlights from the research that was done for the IT Florida internet task force regarding community access centers. I will highlight a few other key community access center issues that were

obtained in some more recent research that I have been doing.

And then just to give you a real, down-to-earth example of how some community access centers are operating, I will highlight a couple of examples of some community access centers here in the south Florida area that you can actually go and see if you are so inclined and are interest. First -- next slide, please. Thank you.

Purposes and goals of community access centers. Why do we need community access centers for internet access? Research findings -- and most of you have heard of the NITA reports on the digital divide. They show disparities in household internet access between urban and rural communities, between white and Asian communities and those that are predominantly populated by African American and Hispanic populations, as well as between low income and higher income communities.

And I ask the question, what about arguments that the gap is closing? There are some media reports that have been done that talk about other studies that show that the rate of internet access into the household -- and what we are talking about now with these disparities are focusing on household access, computer access, internet access. There is research there showing that the gap is closing. So if the gap is closing, what is the problem? You know, why do

we need community access center? Why don't we just let things move along as they should be moving, as they appear to be moving.

There are other benefits that community access centers provide. And just a few of them are noted. One of them is the social interaction opportunity. Related to that is -- it is a community development exercise. A number of community access center coordinators have told me that a key part of what they are doing there is not just teaching technology skills. They are helping people to work together. They are teaching people to work together to improve the quality of their community.

Secondly, technology training in a centralized location. I will tell you right now that I toured about ten different community access centers over the last three days. And one of the things that they constantly emphasize, whether they had -- and all of the ones that I visited had computers and many -- most of them had internet access -- that a key component was having instructors that were available because many of them are using volunteers.

It is hard to maintain volunteers. Having instructors and having training. So the training aspect, instruction aspect is very important. And having that in a centralized location is often just more efficient than trying to have trainers go to everyone's household.

And a related issue when we are talking about economies of scale is the issue of permitting regular upgrades of hardware, software and also faster network connections. You can have more advanced technology in a centralized location that can benefit residents. So it doesn't mean that there shouldn't be a goal of household-improved household access. But these community access centers can provide it in a centralized fashion.

Just a few highlights from the IT Florida internet task force report. Awareness is a key issue. I am doing this backwards. I -- it is the E-access and awareness subcommittee. And I am going to talk about awareness before I talk about access.

Awareness matters. One way that state and local governments can really have a role in helping this process without necessarily having to engage in major funding is to help with the information dissemination process. State and local governments can assist by supporting a database of and links to community access centers.

So if somebody wants to know where the community access centers are in Florida, they can go to a centralized Florida government website. And then there is a link to those community access centers, public access centers.

Off-line publicity is particularly important. If I don't have a computer and don't have internet access, that

on-line centralized database may not help me that much. So print information, television, televised information, radio information, letting people know where these centers are is very important.

And another point that we found was that headquarters and branches of the same social service agency or public service agency often don't know what their affiliate -- headquarters don't know what the affiliates are doing oftentimes. So calling the headquarters of the YMCA doesn't necessarily give you all the community access centers that the YMCA has. So gathering that information and making it available is an important function.

Moving on to access matters on the next slide, an obvious issue is consistent and dedicated funding sources. That is an obvious challenge for a lot of community access centers, particularly those that are nonprofit. The sustainability is the buzzword now that is going on. Having a community access center that opens, but then closes because of a lack of funding is a -- can be devastating to residents that have -- or users that have started training classes and then lose them.

And as mentioned earlier, partnerships are -- I say almost, but they are a necessary condition. Unless you -- unless that community access center just happens to have an independent funding source, partnerships are

crucial.

And moving on to the next slide, other key community access center issues from more recent research, staffing. A lot of these centers use volunteers. And a few of them have paid staff, but most use volunteers. Very difficult to retain. As people in the industry know, corporations know it is hard to maintain paid staff who are trained in information technology. Maintaining volunteers is very difficult.

Every center that I went to, particularly the elderly centers, emphasize that we have got to have instructors. And not just any instructor and not just any instructor with skills. I went to an elderly center yesterday where -- in Opalocha where the languages that were spoken by the residents in that center were English, Creole and Spanish.

And they would like an instructor that can instruct in those languages. So not only are the school systems looking for those types of skills, but also these community access centers are. And instructors also require strong patience and commitment.

In addition, we found that the most successful community access centers have ongoing community participation from the earliest stages of the planning process. Technology people governmental agencies,

corporations cannot do technology to communities. Communities have to be involved on an ongoing basis.

One of the coordinators of a community access center that I spoke to said that there has to be a needs assessment at the first step of any kind of a community access center development. Another speaker -- another coordinator that I spoke to said that the community has to be involved from an early stage. If you don't do that, you can have computers and trainers sitting in a room without people involved because they don't see the relevance. It is not designed to serve their needs.

And there are for-profit centers or locations like cyber cafes and Kinkos. But for low income people, that often is not the best solution. It often does not serve their needs well.

Finally, moving to the last slide, just a couple of examples of community access centers in south Florida that are doing some things. Can I get a sense of my time?

CHAIRWOMAN DIXON: You did well.

DR. HADLEY: Oh, I've got one more slide.

CHAIRWOMAN DIXON: Go right ahead.

DR. HADLEY: Thank you.

CHAIRWOMAN DIXON: You've got time.

DR. HADLEY: All right. The Miami -- Miami Dade Weed and Seed Computer Technology Centers, this was a

Department of Justice initiative that grew out of the Weed and Seed Program that is -- was designed to involve community policing, law enforcement, community development.

And what grew out of that was a program called Seed Tech. And the first Seed Tech location in the country was located in Miami. It is located in the Liberty City area. They are now in the process of opening their fifth computer lab. Their labs are linked to the internet by a fractional T-1 line.

And they have two programs, two major programs that I just want to highlight, initiatives. One is called Main Street. It is going to be a virtual community initiative with a website, a wide area network linking their labs together, links to partnering agencies, job and resume postings, chat rooms. It is almost going to be like a community portal.

That is something that they are doing, as well as the Weed and Seed Urban Land Use Institute which is designed to create a comprehensive database of land use in and around Liberty City using a geographic information system database to provide maps of environmental problems in the neighborhood and cross-linking those with databases that show where vacant lots are or affordable housing, where health problems exist, where crime is high to try to really create a value-added and some expertise in the community